MyHeartVisit®

VIRTUAL VISITING PROGRAM

TOOLKIT FOR CHAPTERS & GROUPS

MyHeartVisit®
PEER SUPPORT FOR PATIENTS & FAMILIES

www.myheartvisit.org

MyHeartVisit Program

The Mended Hearts, Inc. would like to introduce our new virtual visiting program, **MyHeartVisit**. This innovative program encompasses a number of tools and resources, including a new visiting website, our iPad program, training webinars and more, This toolkit was designed to help you, our chapter and group leaders, market and communicate **My Heart Visit** to members, new patients and families, your hospitals and the heart community at large.

Our organization's trained volunteers conduct more than 200,000 visits to patients and families each year, and in the past, the majority of these visits have been in-person. While we recognize that face-to-face connection is still one of the most effective ways to give support, we know that in-person visits are not always possible. COVID-19 restrictions encouraged us to rethink and redesign how our visitors connect with patients and families. What we came up with was **My Heart Visit** – a program that allows patients, caregivers and family member receive support when and where they need it most.

'My Heart Visit' Website

www.Myheartvisit.org

One of the key elements of our My Heart Visit Program is our 'My Heart Visit' website; this site houses all Mended Hearts and Mended *Little* Hearts visiting resources and support opportunities in one easy-to-navigate space. Visitors to the site are able to:

- Connect with local chapters and groups and get a visit
- Request a virtual visit (phone, email, Zoom or live chat) with an accredited visitor
- Access educational and support resources for patients, families and caregivers
- My Heart Visit is available in app form for anyone to download onto any device from the app store.

iPad Program

Thanks to the generosity of our sponsors, Mended Hearts and Mended *Little* Hearts have been able to supply hospitals, clinics and rehabilitation centers across the country with iPads that will connect them with our 'My Heart Visit' website, virtual accredited visitors and educational resources. We are now able to connect patients and families with support even when our visitors cannot be physically present. These iPads contain Mended Hearts and Mended *Little* Hearts content-only.

Virtual Visitor Training

At the core of our **My Heart Visit** Program are our accredited visitors. We want to ensure that our visitors have the training they need to be successful so we have offered, and will continue to offer, frequent training sessions on the following topics. For more information about upcoming training sessions (see list below), please email info@mendedhearts.org or call 888-432-7899.

- Virtual Visiting & Re-accreditation training
- Virtual Support Group Meetings
- Zoom Training
- Visit Me – Virtual Visitor Training

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Key Messages

- Highly trained visitors are now able to support patients, families and caregivers anywhere in the country from the comfort and safety of their own home. Visitors will be available from 10 a.m. ET to 6 p.m. ET Monday through Friday to support patients by phone, email, live chat or Zoom. Patients can go to www.Myheartvisit.org to request a visit.
- Chapters and groups will still continue to visit with patients and families in-person. The **My Heart Visit** program is intended to be a supplement to our in-person visiting program in cases where visiting is not permitted in the hospital or in places where we do not have a Mended Hearts chapter or Mended *Little* Hearts group.
- Our **My Heart Visit** visitors receive extensive training in addition to their accredited visitor training.
- Use the hashtag #MyHeartVisit to spread the word on social media about this one-of-kind heart support program.

FAQs

Q: How do patients and families request a visit?

A: Patients and families can go to www.Myheartvisit.org and choose the type of visit they want: telephone, email, video chat or live chat.

Q: Can chapter or group leaders take the iPad home to test it out for the hospital?

The iPads are property of The Mended Hearts, Inc and should remain at the hospital or clinic that has been designated to receive it, for the purpose that it is designed for. No patient, family, caregiver, hospital staff, or chapter volunteer should remove it from the premise. If this occurs please notify Mended Hearts immediately at 1-888-HEART-99 to report the iPad as stolen

Q: How can we advertise the My Heart Visit Program to patients and families in the hospital?

A: We have created **My Heart Visit** postcards that you can order for free through our resource Center. You can also download the PDF fillable postcard from the website at **https://mendedhearts.org/wp-content/uploads/2020/07/Visiting-Postcard-PDF-fillable.pdf** enter your chapter or group's contact information, and then print the cards off to give to patients and families. We have also provided sample Facebook, Twitter and newsletter posts in this Toolkit, so that you can advertise the **My Heart Visit** program to your members and followers.

FAQs

Q: What do we say to patients who may ask about our training and confidentiality policies?

A: All of our visitors are screened and go through extensive My Heart Visit training in addition to our current rigorous accredited visitor training. Volunteers must learn about, agree to, and demonstrate understanding of empathy, active listening, diversity sensitivity, confidentiality (including adherence to HIPAA) and privacy.
Our visitors never give medical advice or make negative comments about and/or compare healthcare professionals or medical facilities.

Q: What do we say to our hospital if they say they are interested in participating in our iPad program, but they only want their patients to visit with local chapter visitors who have gone through their hospital training?

A: We understand the hospital's concern, but it is not possible to remove the My Heart Visit website from the iPads, as it is an integral part of the program. As a website and soon to be app, the ability to receive a virtual visit is available to any heart patient or family, wherever they are, as long as they can access it on their device.

Social Media Posts

Help us spread the word about our new My Heart Visit program in your newsletters, Facebook and Twitter pages. Below you will find sample posts that you can use to market the program to your members and followers.

Sample Newsletter Post

If you are a heart patient, family member or caregiver looking for support, we would like to introduce you to the Mended Hearts and Mended *Little* Hearts **My Heart Visit** Program. Whether you are a patient in the hospital after surgery nervous about what the future holds, a parent preparing for their child's upcoming procedure, or a caregiver at home who needs the support of someone who has traveled the same road, we are here for you.

Go to www.Myheartvisit.org to request a visit with one of our trained accredited visitors. You can choose the type of support you wish to receive (patient, caregiver or family member) and how you will receive your visit (by phone, email, live chat or Zoom call). We have volunteers ready to support you from 10 a.m. ET to 6 p.m. ET, Monday through Friday. If you are calling outside of visiting hours, you can still go to www.myheartvisit.org to schedule a visit.

Sample Facebook Posts

Are you a patient, caregiver or family member who needs support and would like to connect with a Mended Hearts/Mended *Little* Hearts accredited visitor? Go to www.Myheartvisit.org to request a visit from a patient, caregiver or family member who has been trained to give support. Whether you prefer to connect by phone, email, live chat or Zoom, MH and M*L*H are here to support you!
#VisitMe

My Heart Visit is Mended Hearts/Mended *Little* Hearts new, one-of-a-kind support programs for heart patients and families, and if you haven't had a chance to take a look at this new and exciting resource, now is the time! If you or a loved one needs support, go to www.Myheartvisit.org to connect with a fellow heart patient, family member or caregiver by phone, email, Zoom or live chat. Our accredited and highly-trained visitors are available to meet with you Monday through Friday, 10 a.m. to 6 p.m. ET. #Myheartvisit

If you haven't checked it out yet, be sure to stop by our new My Heart Visit Program website, found at www.myheartvisit.org. Our #Myheartvisit program allows patient, caregivers and family members to connect with trained, accredited visitors who can help support you on your heart journey. Request a visit by phone, live chat, email or Zoom Monday through Friday, 10 a.m. to 6 p.m. ET. You can also access our educational resources that will help guide you on your heart journey.

Sample Twitter Posts

Are you a patient, caregiver or family member who needs support & would like to connect with a MH or M*L*H accredited visitor? Go to www.Myheartvisit.org to request a visit. Connect by phone, email, live chat or Zoom, MH & M*L*H are here to support you! #VisitMe

Visit Me is MH/M*L*H new, one-of-a-kind support programs for heart patients and families! If you need support go to www.Myheartvisit.org to connect with a fellow heart patient, family member or caregiver. Also access our library of educational resources. #VisitMe

Be sure to stop by our new **My Heart Visit** Program website, found at www.Myheartvisit.org. Our #VisitMe program allows patients & caregivers to request a visit by a trained & accredited visitor by phone, live chat, email or Zoom Monday - Friday, 10 a.m. to 6 p.m. ET.

A short video to show the program can be found at:
https://www.youtube.com/watch?v=VGjxNFdjLbY

Sample Graphics

For questions about the My Heart Visit program, please reach out to the following staff members.

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